

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSION**  
**ON THE RESULTS OF THE EVALUATION OF CONFORMITY TO THE**  
**STANDARDS OF INSTITUTIONAL ACCREDITATION OF ADDITIONAL**  
**EDUCATION ORGANIZATIONS (CONTINUING PROFESSIONAL DEVELOPMENT)**  
**THE REPUBLICAN STATE ENTERPRISE ON THE RIGHT OF ECONOMIC**  
**MANAGEMENT “REPUBLICAN CENTER FOR HEALTH DEVELOPMENT” OF THE**  
**MINISTRY OF HEALTH OF THE REPUBLIC OF KAZAKHSTAN**

The visit of the external expert commission to the RCHD was organized in accordance with the program approved by the ECAQA Director General Sarsenbaeva S.S. on September 22, 2019 and agreed with the chairman of the EEC, Morenko M.A. and the general director of the RCHD Aypkhanova A.T.

**1. Composition of the External Expert Commission**

In accordance with ECAQA Order No. 53 dated September 9, 2019, an External Expert Commission was formed to conduct an institutional accreditation on September 24-25, 2019 of RSE on REM “Republican Center of Health Development” MHRK of additional education organization (continuing professional development) with the following membership:



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The EEC report contains an assessment of the RSE on REM “Republican Center of Health Development” MH RK for compliance with accreditation standards, EEC recommendations on further improvement of the organization, implementing supplementary educational programs in the sphere of health care.

**2. General part of the EEC final report**

## **Introduction of RSE on REM “Republican Center of Health Development” MH RK**

The Republican Center for Health Development is a legal entity consisting of five centers: the Center for Education and Science Development (CESD); Center for Management (CM); Accreditation Center (AC); Center for Rational Use of Medicines and Medical Technologies (CRUMMT); Center for the Medical Care Improvement (CMCI). The founder of the center is the Government of the Republic of Kazakhstan.

In 2011, the RCHD was created through the merger of two organizations: the Republican Information and Analytical Center (RIAC) and the Institute for Health Development (IHD). The creation of the RCHD through the merger of RIAC and IHD in 2011 coincided with the implementation of the World Bank Project on technology transfer and institutional reform in the health sector of the Republic of Kazakhstan. Within the Project, the main Centers (divisions) that are part of the RCHD were established. The institutional structure of the Centers, basic technologies and methods of activity were brought into line with the best international practices, and the training of relevant personnel was ensured.

The authorized body is the Ministry of Health of the Republic of Kazakhstan. The authorized body for state property is the Committee on State Property and Privatization of the Ministry of Finance of the Republic of Kazakhstan. State license: for postgraduate professional development No. 0137479AB dated 06.05.2011, without a time limit, issued by the Committee for Control in Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan (2 - State License).

The main task of the RCHD during educational activities is to create the necessary conditions for the continuous professional development of health care professionals, aimed at the formation, development and professional becoming of the person on the basis of national and universal values. To accomplish this task, the RCHD constantly improves the organization of the educational process: new educational programs, effective technologies are developed and implemented; the achievements of existing educational systems are analyzed and summarized in detail.

In order to expand the exchange of experience in the field of medical education and science, RCHD concluded 14 memorandums of cooperation with medical universities of Kazakhstan, Lithuania, Italy, and the Netherlands. RCHD is an institutional member of the Association for Medical Education in Europe (AMEE) and participates in the annual AMEE conferences. RCHD also collaborates with TDR WHO, UNESCO, FERCAP / SIDSER, EUREC in the sphere of regulation of ethical relations in healthcare and in conducting clinical trials (including implementation studies). RCHD is part of the global EVIPNet (the global initiative of WHO to promote the systematic use of health research data in policy making) which promotes the quality introduction of scientific data into the medical education process. Since 2012, RCHD has been actively involved in the activities of international organizations for the evaluation of medical technologies ISPOR / HEOR, INAHTA, in which, as a mandatory component, there is educational content.

RCHD concluded a memorandum with the National Association “PrimaryHealthCare” together with which a seminar on the activities of centers of best practices was organized and held.

RCHR actively collaborates with UNICEF together with which methodological recommendations were developed on the topic: “Multidisciplinary patronage based on the integration of primary health care, social protection, public health, including medical and social rehabilitation” for implementation in organizations of primary health care, as well as guidelines on the topic: “A progressive model of patronage care for pregnant women and young children at the level of primary health care for implementation into educational college programs. ”

RCHD provides monitoring and methodological support of the implementation of a number of Roadmaps of the Ministry of Health in the field of improving medical care, human capital development, etc. Within this work, constant interaction (within the working groups, conference calls, etc.) with a wide range of stakeholders from among Kazakhstani (oblast health

departments, medical organizations, universities, research institutes, scientific centers, NGOs, medical colleges) and foreign (strategic partners of medical universities from Lithuania, Poland, Turkey, Sweden; universities of applied sciences of Finland, etc.) organizations is carried out.

RCHD is responsible for the implementation in the Republic of Kazakhstan of the Confidential Audit of Maternal Mortality, the Confidential Audit of Critical Cases in Obstetrics, the Confidential Audit of Perinatal Mortality. This work is carried out together with the National Scientific Center for Maternity and Child health (part of the University Medical Center AEO “Nazarbayev University”), the United Nations Population Fund (UNFPA) and the United Nations Children's Fund (UNICEF). The purpose of these activities is to strengthen the capacity of medical personnel of the Republic of Kazakhstan in introduction of a confidential audit of cases of maternal mortality and audit of critical cases in obstetric practice according to the WHO methodology “What is behind the numbers”. Participants of the seminars conducted by the RCHD are the regional coordinators of the audit of maternal mortality and those responsible for the audit of critical cases in obstetric practice.

RCHD regularly invites foreign specialists (from the universities of applied sciences JAMK, LAMK, Finland; institutes for the development of health managers, etc.) to conduct master classes, give lectures, etc.

RCHD employees directly involved in the educational process have individual membership in such recognized professional associations as the International Organization of Health Systems Research Professionals “Health Systems Global” (Koykov V.V.);

RCHD employees involved in the educational process underwent advanced training in countries such as the Czech Republic, Serbia and Iran; took part in international forums on medical education in the countries of near and far abroad (Moscow, Russia, etc.).

The RCHD staff, having sufficient experience and qualifications in educational activities in the field of medical education, considers it necessary to improve their own skills to improve professional skills in medical education using innovative technologies and processes.

### **3. Analysis of the self-assessment report of the RSE on REM “Republican Center of Health Development” MH RK**

The report on the institutional self-assessment of RSE on REM “Republican Center for Health Development” of the Ministry of Health of the Republic of Kazakhstan (hereinafter - RCHD) for compliance with the standards of institutional accreditation of continuing education organizations (continuous professional development) is presented on 84 pages, excluding applications, characterized by the completeness of answers to standards, structuredness taking into account the recommendations of the ECA Self-Assessment Manual, as well as the internal unity of information provided by the accredited organization. The report is accompanied by a cover letter signed by the Director General Ayypkhanova A.T., confirming the accuracy of the information and data contained in the report.

The report contains a list of members of the internal commission for self-assessment, indicating the responsibility of each member of the internal commission (17 people in total), information about the representative of the organization responsible for carrying out institutional self-assessment - Baygozhina Z. A., candidate of medical sciences, Head of the Medical Education Development Department. The chairman of the working group on preparation for institutional accreditation is Vitaliy Viktorovich Koykov, DMedSci, Head of the Center for the Development of Education and Science

Institutional self-assessment of the NTRC was carried out on the basis of order No. 160-n dd July 16, 2019 “On the creation of a working group for conducting self-assessment” of the RSE on REM “Republican Center of Health Development” MH RK.

A certain work was done by the working group on the preparation of the self-assessment report: the key areas of activity and tasks for the implementation of continuing education programs were analyzed, the necessary information was collected in accordance with the standards of institutional accreditation; a thorough analysis, updating and addition of

methodological and educational materials was carried out, their contents are reflected in the report. The content of the Self-Assessment Report is structured in accordance with the ECAQA Institutional Accreditation Standards and includes a description of strong points and areas for improvement for each of the 9 standards.

The database, applications on 85 pages excluding applications are presented in full, sequentially and there are links to them in the text of the report. The report is written skillfully, the wording for each standard is clear and understandable, and the tables contain links in the text and have continuous numbering.

#### **4. Analysis of compliance with the institutional accreditation standards based on the results of an external evaluation of the RSE on REM “Republican Center of Health Development” MH RK and a review of the each standard strong points.**

##### **Standard 1: MISSION AND OUTCOMES**

The members of the EEC were convinced that the mission, strategic goal and vision of the RCHD are focused on training health professionals who are highly-demanded and competitive in the labor market, with the joint responsibility of the state and the university with private property, protecting the health of the country's population.

During the visit to the RCHD, experts established the involvement of staff in the development, discussion and adoption of the mission (discussed at a meeting of the Supervisory Board and approved by the order of the Director General as official document No. 149-n dd October 17, 2017).

When interviewing students and teachers, it was found that the majority are informed about the content of the mission and where it is located, but mainly administrative workers are included in the process of developing the organization's development strategy. When talking with representatives of practical health care, the process of their involvement in the development and formulation of the mission is not fully reflected.

To distribute the mission, strategic goal and vision, the RCHD has developed a set of measures for bringing it to employees, students, the public, health organizations and other stakeholders.

During the interview with the students, the experts received evidence that the students are informed about the outcomes of the training, and the teachers provide them with electronic syllabuses. The final results are defined in all programs and voiced in practical classes.

##### **Strong points:**

1. The development strategy of the RCHD is aimed at implementation of the mission and goals of the organization.

2. Educational activity is one of the key areas of the strategic plan.

3. The demand for educational activities, as an indicator of the recognition of the RCHD among specialists and healthcare organizers.

4. Professional and competent staff, including those involved in educational activities

***EEC conclusions on the criteria:*** fulfilled - 13, partially fulfilled - 0, not fulfilled - 0

***Standard 1: accomplished***

##### ***Recommendations for improvement identified during the external visit:***

1. To involve representatives of practical health care and students in the discussion, development and approval of the mission and strategic development plan of the organization.

##### **Standard 2: EDUCATIONAL PROGRAMS**

RCHD conducts various advanced training and retraining programs for doctors and nurses on a wide range of relevant topics.

The experts studied the educational and methodological documentation and came to the conclusion that educational programs are designed in accordance with the standard programs for advanced training and retraining of medical and pharmaceutical personnel, approved by the order

of the Ministry of Health of the Republic of Kazakhstan dated April 14, 2017 No. 165., and correspond to the mission of the center and relevant applications, requests and recommendations of employers.

The development of educational programs is carried out according to a modular type, in which the entire course program represents as a single module - an information block with a logical completion of the material, ensuring the achievement of goals. All educational programs go through the approval procedure at the Expert Council of the RCHD. An external comprehensive assessment is carried out by an accrediting body with the involvement of experts who meet the criteria of order No. 127 dd March 10, 2015 "On the approval of the Accreditation Rules in the sphere of healthcare". All current developments of the RCHD are discussed and approved at the Teaching and Methodological Association of the Republican Teaching and Methodological Council.

The content of educational programs is formed in accordance with the requests of students, on the basis of the formation of their personal competencies and needs depending on their professional activities within the available opportunities by means of elective disciplines. When interviewing students, it was determined that they are being consulted on training planning and the selection of topics for inclusion in the work program as part of the optional component.

For the effective implementation of training programs, RCHD concluded agreements with a number of clinical bases, 2 of which were visited by the external expert commission and they made sure that the practical part of the educational programs is carried out at the proper level. Teachers of the center during the learning process apply a variety of teaching methods, focusing on active and innovative methods. In 2015, the Department for the Development of Medical Education issued guidelines for teachers "Effective Teaching Methods at a Medical University".

Upon admission and registration of the student, his wishes and the application of the employer sending the student to study are taken into account. Thus, continuous improvement of educational programs is carried out on the basis of applications from medical organizations and a plan for the independent development of health professionals.

**Strong points:**

1. Educational activities in the RCHD are carried out on a wide range of relevant topics within the specialties "Health Care Management", "Public Health", "Nursing", "Pharmacy", "Clinical Pharmacology"

2. The use of internal assessment and external examination of the quality of educational programs by reviewing and approving at a meeting of the Educational and Methodological Association of the Republican Educational and Methodological Council (EMA REMC);

3. When developing educational programs, the opinions and wishes of all stakeholders are taken into account: students, employers and educational organizations. A number of working training programs are developed taking into account the recommendations of reputable international organizations.

**EEC conclusions on the criteria:** fulfilled - 18, partially fulfilled - 1, not fulfilled - 0

**Standard 2: accomplished**

**Recommendations for improvement identified during the external visit:**

1. To develop a unified form of methodological documentation for educational programs (educational-methodical complexes, working curricula, syllabuses).

2. To provide educational and methodological documentation on educational programs in the state language in accordance with the provisions of the Law of the Republic of Kazakhstan dated July 11, 1997 No. 151-IO on languages in the Republic of Kazakhstan (as amended on 24.05.2018).

**Standard 3: ASSESMENT OF COMPETENCES AND CPD DOCUMENTATION**

During the studying of the RCHD documentation (more than 30 documents), experts obtained evidence that the evaluation criteria are described in the EMC for each specialty.

Assessment of students' academic achievements in the RCHD is carried out using criteria, regulations and procedures developed in accordance with the goals and objectives of educational programs and current regulatory documents, as well as qualification requirements for organizations implementing additional medical and pharmaceutical education programs.

In the RCHD, the assessment of students of continuing education programs is carried out within the time period stipulated by the working training program. Students who have fully complied with all the requirements of the curriculum are allowed to final assessment.

Control and assessment tools (CAT) used in the educational process are reviewed for validity, reliability, correct compilation, and compliance with the level of complexity.

The main goal in choosing a method of controlling the quality of knowledge is to identify the level of mastering of the topic and knowledge gaps, obtaining information for corrective actions by the teacher. In RCHD, various innovative methods are used to assess the knowledge of students, such as role plays, trainings, master classes, case studies, presentations, tests, situational tasks, laboratory works, discussions and disputes, psychometry, etc.

Professionals who have completed additional medical education programs are issued a document of a standard form about advanced training - a certificate of advanced training, indicating the number of hours / credits completed.

**Strong points:**

1. The use of a wide set of assessment methods within the basic, intermediate and final control;
2. Monitoring the development of learning outcomes by students through feedback and assessing employer satisfaction with student learning outcomes.

**EEC conclusions on the criteria:** fulfilled - 7, partially fulfilled - 0, not fulfilled - 0

**Recommendations for improvement:** no

**Standard 4: HEALTHCARE PROFESSIONALS (PERSONAL PROFESSIONAL DEVELOPMENT)**

Specialists of structural divisions of the RCHD carry out regular research, analytical reviews and developments in the field of healthcare and medical education. As one of the tasks of the RCHD, it puts the provision of educational services, methodological support and promotion of health care reform and medical education.

In RCHD, highly professional specialists were involved in educational activities (2 - DMedSci, 7 - Candidate of Medical Science, PhD - 1, Masters - 29 people), many of whom have wide experience in scientific and pedagogical activity, were involved in research work within the ongoing scientific and technical projects. When organizing training, each healthcare professional is personally responsible for his participation in the training, for this purpose an agreement is concluded with a medical organization or an individual, which describes the rights and obligations of the student (organization).

As part of continuing education and retraining programs for specialists, the center conducts events for scientific and informational exchange, seminars, trainings (master classes), self-education, and practical training (internships at the workplace).

Employee continuing education programs, in which teachers can improve their skills and get an objective assessment of their teaching activities, are described in the rules No. 3-n dd January 8, 2018 "On the advanced training, training and development of workers of RSE on REM "Republican Center of Health Development" Ministry of Health of the Republic of Kazakhstan", approved by order of the Director General.

Most of the specialists of the RCHD are members of various professional medical associations, which makes it possible to participate in solving current problems and issues of their direction and to take part in solving them, including in the educational part.

The experts were convinced that leading health experts from both far and near abroad are also involved in teaching activities in the RCHD in the field of transfer of medical technologies to the country's practical health care.

**Strong points:**

1. Stimulating the participation of health and medical education professionals in CPD programs and providing potential students with the necessary advisory support, that includes issues related to the choice of educational programs and CPD activities.

*EEC conclusions on the criteria:* fulfilled - 19, partially fulfilled - 0, not fulfilled - 0

*Standard 4: accomplished*

*Recommendations for improvement identified during the external visit:*

1. To increase academic degree holders rate teachers of the center, implementing educational programs.

**Standard 5: PROVISION OF SUPPLEMENTARY EDUCATION (CONTINUOUS PROFESSIONAL DEVELOPMENT)**

Providing additional education is the creation in the RCHD of a permanent, sustainable, innovative and effective system for the continuous improvement of the professional level of medical and non-medical personnel.

The activities of the RCHD are carried out in accordance with the Charter of the organization, where the educational direction is leading. The initiation of institutional accreditation of the RCHD is a fact of recognition by this center of the need to improve its activities and ensure the quality of continuous professional development. RCHD in educational activities is guided by the main LSI in the field of CPD, observing the qualification requirements for supplementary education organizations in terms of structure, personnel, WC, material and technical base, and a processor for monitoring the quality of education.

Additional education for healthcare professionals within a number of specialties - Health Care Management, Public Health, Nursing, Pharmacy, Clinical Pharmacology. The organizers of continuing education courses are five RCHD centers: the Center for Education and Science Development; Center for Management; Accreditation Center; Center for Rational Use of Medicines and Medical Technologies; Center for the Medical Care Improvement. On the basis of RCHD centers, students, residents and undergraduates of AMU NJSC and UMC undergo practical training.

The selection of RCHD lecturers for conducting trainings and continuing education courses is carried out by assessing their qualifications and professional skills. In the assessment process, various tools can be used, including tests, questionnaires, interviews, simulations, creative assignments and / or their combination. The lack of full-time teaching staff is compensated by the RCHD policy regarding human resources due to the additional involvement of health professionals and teachers of medical universities. This takes into account the qualifications, professionalism and academic experience of the teacher.

RCHD actively collaborates with medical universities and colleges of the republic. Memorandums of cooperation and the provision of training facilities and the admission of students to libraries were concluded with AMU JSC, VMK, Nur-Sultan.

The RCHD adopted the "Rules of official ethics and anti-corruption behavior of RSEs on REM "RCHD" MH RK" approved by the acting Director General dated May 29, 2017 No. 68-N, which describes the ethical standards for all employees.

To control and verify the implementation of labor and executive discipline, a Disciplinary Commission has been created and operates in the RCHD (it works on the basis of the Regulation, No. 68-N dd May 29, 2017)

**Strong points:**

1. The presence in the RCHD of highly qualified competent specialists in relevant areas of healthcare development (in the field of methodology of medical education and science, accreditation of medical organizations, healthcare management, drug policy, medical care organization, etc.), having scientific, practical and pedagogical experience, skills of development and formation, timely updating of WC taking into account the recommendations and the WHO Global Programs, the WHO Regional Office for Europe, the legislation of the Republic of



Kazakhstan, including as part of the implementation of strategic and program documents in the field of education and science.

4. The presence of agreements and memoranda of cooperation with medical universities and medical colleges, according to which the RCHD provides a basis for students to practice and write dissertations as part of master's and doctoral PhD programs, internships for graduates, as well as visits for profile orientation.

**EEC conclusions on the criteria:** fulfilled - 12, partially fulfilled - 0, not fulfilled - 0

**Standard 5:** *accomplished*

**Recommendations for improvement identified during the external visit:**

1. To expand the training opportunities of employees involved in the educational process on innovative and active teaching methods in continuing education.

## **Standard 6: EDUCATIONAL RESOURCES**

RCHD has a sufficient material and technical base, including administrative and training facilities under a lease agreement with the Nursault business center and clinical bases on the basis of agreements with medical organizations in the city of Nur-Sultan. Students are provided with a sufficient number of seats in classrooms; lecture halls are equipped with multimedia equipment and comply with sanitary standards. Practical training is carried out at the clinical bases of the center with training on real medical equipment.

RCHD has its own website [www.rcrz.kz](http://www.rcrz.kz), which informs about the services provided, resources, news, etc. The RCHD has a Press Service that provides information not only through the official website, but also through social networks about all the news of the center, including the ongoing educational activities.

The center has its own scientific and practical journal "Journal of Health Development", as well as internal corporate mail - Outlook Web App. Since 2018, RCHD employees have introduced the practice of preparing analytical reviews on the formation of Policy Brief) on topical issues in the development of the healthcare system (10 Policy Briefs were prepared for 2018).

RCHD works closely with many international organizations, including WHO (under the WHO TDR program), UNESCO, FERCAP / SIDSER, EUREC in the field of regulation of ethical relations in healthcare and in conducting clinical trials. The center is part of the global EVIPNet (the global initiative of WHO to promote the systematic use of health research data in policy-making), which promotes the high-quality introduction of scientific data into the process of medical education. The results of this cooperation are also used to implement effective CPD for members of ethical commissions and scientists of the country.

When interviewing students and center staff, the experts were aware that in the library's electronic resources room there was access to the Science Direct, Scopus, Web of science, Elsevier [www.clinicalkey.com](http://www.clinicalkey.com) databases, as well as access in test mode to the evidence-based medicine database Wiley.

### **Strong points:**

1. Students of continuing education courses have access to the development and research results of the RCHD on current issues of healthcare development, commissioned by the Ministry of Health of the Republic of Kazakhstan and others, including foreign organizations.

2. Specialists of the RCHD are active participants of working and expert groups on the development of industry and interdepartmental regulatory acts, as well as international documents and agreements; They are experts in the field of scientific-medical and ethical examination, external complex assessment of medical organizations, participate in international, national conferences, seminars, round tables and working groups.

3. RCHD regularly interacts with leading international organizations to develop key areas of activity.

**EEC conclusions on the criteria:** fulfilled - 23, partially fulfilled - 1, not fulfilled - 0

**Standard 6:** *accomplished*

***Recommendations for improvement identified during the external visit:***

1. To provide methodological support for the simulation center for the implementation of educational programs.

**Standard 7: EVALUATION OF SUPPLEMENTARY EDUCATION PROGRAMS (CONTINUING PROFESSIONAL DEVELOPMENT)**

In the RCHD, a systematic assessment of the educational process is carried out with a focus on monitoring the availability of resources, an analysis of the conformity of WC with the requirements of standard curricula, professional standards and the sectoral qualifications framework.

RCHD gets feedback from consumers of services - medical healthcare organizations and students through questionnaires, interviews with students. RCHD defined the structure and algorithm of the mechanism for monitoring educational programs.

During the external visit, the experts were able to make sure that an important mechanism for evaluating educational programs is questioning of students about the quality of the content of the programs and verbal feedback from employers that allow the RCHD making some additions and changes to the subject and component of choice, introducing new teaching methods, changing the location of the training. Questioning students of continuing education programs or interviews are conducted after each course. RCHD also conducts surveys of employers in on-line mode; a questionnaire is posted on the Survey Monkey platform. The assessment of the effectiveness and efficiency of the educational process should also include monitoring of the progress of students who have been trained in this center.

The center's management determines the training needs based on its own and external reports, as well as the recommendations of the Ministry of Health of the Republic of Kazakhstan. The whole process is carried out by the methodologists of the center of education and science. Thus, in the RCHD, the quality of the educational process is systematically assessed, the results of which make it possible to improve educational programs, propose new topics or attract qualified teachers.

**Strong points:**

1. RCHD regularly evaluates continuing education programs, including their content, teaching methods used and learning outcomes;
2. In RCHD surveys of students and teachers are conducted on an ongoing basis.

***EEC conclusions on the criteria:*** fulfilled - 11, partially fulfilled - 0, not fulfilled - 0

***Standard 7: accomplished***

***Recommendations for improvement: no.***

**Standard 8.ORGANIZATION**

RCHD has an organizational structure that meets the requirements for the organization of further education. The structural subdivisions of the RCHD plan CPD programs based on the stated mission and determining the learning outcomes. The planning of educational activities is carried out in accordance with the Strategic Plan of the RCHD for 2016-2019.

In RCHD, the responsibility for the implementation of educational services bears the head of the center that implements the service, as well as teachers. In addition, the planning of educational services is coordinated with the Deputy General Director, who oversees the work of the center that implements educational services, and for financial matters with the head of the economy and planning sector. In the implementation of educational services involved 139 RCHD employees with experience in scientific and pedagogical work. Doctors and experienced nurses with a degree and / or the highest qualification category with wide practical experience are actively involved in conducting practical classes in continuing education courses.

RCHD demonstrated to experts its academic leadership in relation to further education in the region, which is confirmed by the increase in the number of students and the attractiveness of

programs among the heads of medical organizations in the city of Nur-Sultan and the surrounding regions.

The RCHD administration supports the implementation and financing of CPD programs at the center's own expense and the implementation of paid training and retraining cycles for specialists from other medical organizations of the Republic of Kazakhstan. The interaction of all structural divisions of the RCHD involved in the planning, organization and implementation of educational activities provides effective planning, financing and implementation of CPD programs.

**Strong points:**

1. The presence in the RCHD of bodies and structures, a clearly distributed responsibility for the management of CPD programs and the organization of the educational process.

2. Planning of needs and resources is based on existing LSI, as well as monitoring and analyzing the competitive environment among the organizers of the CPD, personal appeals of health professionals on an off-budget basis, requests from territorial health departments, including through the "Public Procurement" portal.

*EEC conclusions on the criteria:* fulfilled - 9, partially fulfilled - 0, not fulfilled - 0

*Standard 8: accomplished*

***Recommendations for improvement identified during the external visit:***

1. To include coordinating of services for further education to the tasks of the Center for the development of education and science.

2. To expand the distance component in continuing education programs for healthcare professionals.

**Standard 9: CONTINUOUS RENEWAL**

RCHD on an ongoing basis carries out continuous monitoring and control of regulatory and legal acts in the field of medical education, applying a policy of continuous renewal of the quality of services provided, which eliminates inconsistencies in educational activities. RCHD conducts updating of internal documents for compliance. The bases for making changes and additions to the educational programs acting in the RCHD, as well as the development of new educational programs are measures taken by the industry to reform the health care system and medical education, amending and supplementing laws and statutory instruments (LSI), standards and instructional documents.

Strategic development plan of the RCHD for 2016-2019 provides for tasks and activities for the continuous improvement of all areas of activity, the implementation of which is analyzed and monitored by management. Every year, a Professional Development Plan for employees of RSE on REM "Republican Center of Health Development" of the Ministry of Health of the Republic of Kazakhstan, including abroad, is developed and approved.

Thus, the center pursues a policy of improving its activities with a focus on education and resources. Evidence of this process is the expansion of the management staff and the range of programs, an increase in the teacher base, and an increase in the number of students over the past 2 years.

The experts established the commitment of the academic leadership and teachers to ensure the quality of education, which was confirmed by the questionnaire. More than 91% of the teachers surveyed are completely satisfied with the organization of work and the workplace, and more than 93% speak of a good micro-climate in the team, 87% of the teachers are confident that they are able to realize themselves as professionals in the specialty within the walls of the RCHD, i.e. the teachers' desire to develop is fully supported by the center.

A similar picture of the desire of RCHD employees to continuous improvement was found during a survey of students, the overwhelming majority (90%) noted that teachers and program managers are aware of the students' problems associated with training, which indicates the presence of developed social capital - the level of trust and interaction in Institute. It also speaks

for the professional skill of teachers who keep up with the times and possess relevant information and knowledge in the field of medicine.

Experts have received solid evidence of compliance with this standard.

**Strong points:**

1. The RCHD provides procedures for regular review and updating of the process, organizational structure, content, outcomes / competencies, evaluation methods and the educational environment of CPD programs with the regard to changes in the health needs of the Republic of Kazakhstan, new regulatory documents, and transformations in society.

2. RCHD conducts a systematic collection of information on existing educational processes and an interim review of relevant data for improvement.

3. In the educational processes, the RCHD uses the most relevant and proven training methods for health professionals and is in continuous interaction with key organizations involved in the formation of health policy and strategy (MHRK, WHO, UNICEF), including educational processes.

*EEC conclusions on the criteria:* fulfilled - 5, partially fulfilled - 0, not fulfilled - 0

*Standard 9: accomplished*

*Recommendations for improvement: no.*

So, all 9 accreditation standards have been met; no compliance with the criteria for each of the basic accreditation standards in the process of analyzing of the self-assessment report and an external visit to the accredited organization was found.

**6. Recommendations for improving RSE on REM “Republican Center of Health Development” of the Ministry of Health of the Republic of Kazakhstan activities for confirming to institutional accreditation standards for organization of supplementary education (continuing professional development):**

1. To involve representatives of practical health care and students in the discussion, development and approval of the mission and strategic development plan of the organization.

2. To develop a unified form of methodological documentation for educational programs (educational-methodical complexes, working curricula, syllabuses).

3. To provide educational and methodological documentation on educational programs in the state language in accordance with the provisions of the Law of the Republic of Kazakhstan dated July 11, 1997 No. 151-IO on the languages of the Republic of Kazakhstan (as amended on May 24, 2018).

4. To provide methodological support for the simulation center for the implementation of educational programs.

5. To expand the training opportunities of employees involved in the educational process in innovative and active teaching methods in continuing education.

6. To include coordinating services for further education into the tasks of the Center for the Development of Education and Science.

7. To expand the distance component in continuing education programs for healthcare professionals.

8. To increase the academic degree holders rate teachers of the center, implementing educational programs.

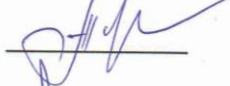
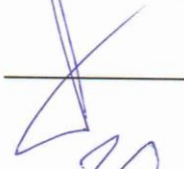




## 7. Recommendation to the Accreditation Council of ECAQA

Members of EEC reached common ground to recommend to the Accreditation Council to accredit RSE on REM “Republican Center of Health Development” of the Ministry of Health of the Republic of Kazakhstan as the organization implementing additional education for health care professionals for a period of 5 years.

EEC Chairman	<b>Morenko Marina Alekseevna</b>	_____
EEC members:		
Foreign expert	<b>Asadullin Azat Railevich</b>	_____
National academic expert	<b>Chingaev Gulnar Nurtasovna</b>	_____
Expert – representative of practical healthcare	<b>Tishtenova Asem Kalikhadarovna</b>	_____
Expert – trainee	<b>Kulmirzaevna Dariyana Muratovna</b>	_____
ECAQA observer	<b>Sarsenbaeva Saule Sergazievna</b>	_____

### 7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать РГП на ПВХ «Республиканский центр развития здравоохранения» Министерства здравоохранения Республики Казахстан в качестве организации, осуществляющей дополнительное образование для специалистов здравоохранения на период 5 лет.

Председатель ВЭК	<b>Моренко Марина Алексеевна</b>	
Члены ВЭК:		
Зарубежный эксперт	<b>Асадуллин Азат Раильевич</b>	
Национальный академический эксперт	<b>Чингаева Гульнар Нуртасовна</b>	
Эксперт представитель практического здравоохранения	<b>Тиштенова Асем Калихадаровна</b>	
Эксперт - слушатель	<b>Кульмирзаева Дарияна Муратовна</b>	
Наблюдатель от ЕЦА	<b>Сарсенбаева Сауле Сергазиевна</b>	

### 7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать РГП на ПВХ «Республиканский центр развития здравоохранения» Министерства здравоохранения Республики Казахстан в качестве организации, осуществляющей дополнительное образование для специалистов здравоохранения на период 5 лет.

Председатель ВЭК

**Моренко Марина Алексеевна**



Члены ВЭК:

Зарубежный эксперт

**Асадуллин Азат Раильевич**



Национальный  
академический эксперт

**Чингаева Гульнар Нуртасовна**



Эксперт представитель  
практического  
здравоохранения

**Тиштенова Асем Калихадаровна**



Эксперт - слушатель

**Кульмирзаева Дарияна  
Муратовна**



Наблюдатель от ЕЦА

**Сарсенбаева Сауле Сергазиевна**



## Appendix 1.

Quality profile and criteria for external evaluation of RSE on REM “Republican Center of Health Development” MH RK for conformity to the standards of institutional accreditation of the organization of additional education (continuous professional development)

Standard	Assessment criteria	Evaluation		
		Fulfilled	Partially fulfilled	Not fulfilled
1.	Mission and outcomes	13	0	0
2.	Educational program	18	1	0
3.	Assessment of competencies and CPD documentation	7	0	0
4.	Healthcare professionals (personal professional development)	19	0	0
5.	Provision of supplementary education (continuous professional development)	12	0	0
6.	Educational resources	23	1	0
7.	Evaluation of supplementary education programs (continuous professional development)	11	0	0
8.	Organization	9	0	0
9.	Continuous renewal	5	0	0
	<b>Total:</b>	<b>117</b>	<b>2</b>	<b>0</b>